



## **CHECKLIST FOR OPERATIONS OF THE ACCOMODATION SECTOR**

The following checklist has been developed to guide the hotel and tourism sector in the safe accommodation of local and international guests during the COVID-19 pandemic or any other outbreak of a disease affecting the respiratory system. Accommodation authorities should consult and collaborate with national health authorities to identify and reduce risks to ensure that the health and safety of guests and staff are maintained.

- Risk communication system developed. Developed for risk communication between management and staff & staff and guests.
- May include short documents or informative posters/leaflets in different languages to promote hand-washing and respiratory hygiene.
- Training and information briefing conducted for staff. Training should cover all basic protective measures against COVID-19 and the signs and symptoms of the disease.
- Reception/concierge pre-arrange arrivals list, room keys and information to reduce close contact with arriving guests
- Surfaces sanitized regularly according to Ministry of Health, Wellness and the Environment guidelines.
- Twice daily temperature checks for guests and staff for example during meal times, at start and end of shift.
- Nurses stationed on site. Nurses should have adequate supply of personal protective equipment and medical supplies.
- Protocol developed for food service in room, restaurants, dining and bar areas.
- Seating in dining areas arranged to allow for physical distancing of 3-6ft between guests.
- Limited guest attractions and activities.
- Frequent cleaning and disinfection of rooms and general areas conducted according to Ministry of Health, Wellness and the Environment guidelines. When use of bleach not suitable, e.g. telephone, remote control, door handlings, etc. then alcohol 70% could be used. Bed linen should be washed with bleach. Mix bleach solution as directed (1 part bleach to 9 parts water).
- Air conditioning filters changed regularly.
- Follow guidance for accommodation of quarantined guest (Appendix 1).
- Follow guidance for identification and reporting of suspected case of COVID-19 (Appendix 1)



**MINISTRY OF HEALTH,  
WELLNESS AND THE  
ENVIRONMENT**

Ministerial Building, Kingstown,  
Saint Vincent and the Grenadines

**APPENDIX 1**

**COVID-19 Protocol for Hotels and Guest Houses**

**1. Identify signs and symptoms**

If the guest has visited or lived in a country where COVID-19 is present or come into contact with someone diagnosed with 2019-nCoV and has any of the following;

Fever (subjective or  $> 100.4$  F or 38 C), cough, difficulty breathing

Headache, weakness, muscle pain, abdominal pain, vomiting, diarrhea, hemorrhaging, loss of taste, loss of smell

**2. Isolate**

Place the guest in his previously assigned room and ensure that isolation is maintained at all times.

If the guest is accompanied with asymptomatic guest, assign them another room

Notify the staff to have no contact with the guest at this time

**3. Inform the Authorities**

Please call 4561955 or 4561185 Ext 120 for further instructions and transport to health care setting

Do not attempt to transport the guest

**4. Decontamination**

Follow the instructions for decontamination of the room once the guest is removed

Do not assign a guest until 12 hrs post decontamination has been completed

**CHECK LIST**

- 1 bottle hand sanitizer
- 1 bottle of antimicrobial liquid soap
- 6 rolls of paper towels
- 6 absorbent disposable cleaning cloths
- 1 box disposable gloves
- 1 pack small/medium garbage bags
- 1 gallon bleach
- Spray can/bottle
- N 95 mask
- Impermeable apron or gown

*Please note that this document may be revised at any time at the discretion of the Health Services Subcommittee of the National Emergency Committee/COVID-19 Task Force, Ministry of Health, Wellness and the Environment.*

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